

IMPORTANT CUSTOMER INFORMATION

Dear Customer,

We ask you for your attention!

In the future, based on the **requirements of the Federal Network Agency** (Bundesnetzagentur), we will no longer be able to make **retroactive registrations and de-registrations**, depending on the progress of installing the new measuring systems and meters.

In the legally prescribed market communication processes, only current information can be used with intelligent measuring systems.

We therefore ask you to carefully draw up a **handover protocol** together with your landlords / tenants containing the following:

- **Personal details**
- **Default address when moving out**
- **Meter number**
- **Details of the meter readings**
- **Signed by both parties (landlord and tenant).**

Forms are available from Stadtwerke Speyer GmbH or can be downloaded from our website (*mandatory field: must be filled in).

If there are any discrepancies with your landlords/tenants relating to registration or de-registration data, you must come to an agreement under private law. Stadtwerke Speyer GmbH can no longer correct such data and invoice amounts by retroactive registrations or cancellations.

We ask for your understanding that retrospective processes will no longer be carried out by the system.

Your Stadtwerke customer service